

## **Frequently Asked Billing Questions**

**Q:** What should I bring with me at the time of my visit?

**A:** All insurance cards, personal ID, and your hospital co-pay and/or deductible amount(s).

**Q:** Will my test be covered by my insurance? Does Metro Health participate with my insurance?

**A:** Please call your insurance company directly for questions about benefits.

**Q:** My services are due to a work injury. Why am I being billed?

**A:** In order to bill your worker's compensation carrier, we need complete information, including claim number, name and billing address of the carrier, with telephone number and adjuster's name.

**Q:** My statement first shows a payment in full, then a portion of that amount is charged back on and I'm being billed. Is this correct?

**A:** Your insurer may make periodic payments to health care providers, rather than individual payments for each patient account. After receiving your claim, the insurer tells us what amount, if any, is patient responsibility. That amount then shows on your bill.

**Q:** I have Medicare insurance. Why am I asked the same questions every time I have services?

**A:** The federal government requires every provider of health care services to verify whether another insurance or program should be billed before Medicare. Since circumstances can change with each visit, the questions must be asked for every visit.

**Q:** Why am I receiving more than one bill?

**A:** Each provider involved with your care could send a claim to your insurance company. Hospitals and doctors bill separately for services.

**Q:** I received a bill from Metro Health and have a question. Who do I call?

**A:** Please call the telephone number listed on the statement you received.

**Q:** How and where do I pay my bill?

**A:** Payments are always accepted in the registration area located at the main entrance of the hospital during business hours.

Checks can be sent to: Metro Health  
P.O. Box 917  
Wyoming, MI 49509-0917

To pay with Visa, MasterCard, American Express, Discover, or by debit card, you may either call our Patient Financial Representatives at (616) 252-3288 or complete the information requested on the reverse side of your statement and mail it to the above address.

You may also pay your bill by credit card on the Metro Health website at [www.metrohealth.net/online-services](http://www.metrohealth.net/online-services)

**Q:** I cannot afford to pay my bill. How can I obtain financial assistance?

**A:** Please contact a Metro Health Patient Financial Representative at (616) 252-3288 for information about financial options available.

**Q:** I have a question not listed here. Who do I contact?

**A:** Please call Metro Health Customer Service at (616) 252-3288.